

Booking Terms & Conditions

1. Definitions

The 'Organiser' refers to Robinsons Kimbolton Ltd and its employees.

The 'Booker' refers to any individual who submits a booking.

The 'Attendee' refers to any individual registered to attend the event or is present at the event.

The 'Contract' refers to a binding agreement.

The 'Event' refers to the occasion in which these Terms & Conditions are attached to.

The 'Destination' refers to the premises/location in which the event/trip takes place.

The 'Charge' refers to any monetary fee associated with an event/trip.

2. Submitting a booking indicates acceptance of these Terms & Conditions and forms a contract between the Booker, the Attendee and the Organiser.

3. Should the Booker act on behalf of an Attendee, the Booker is signifying that they have permission to form a contract on their behalf.

4. Bookings must be made in advance, and are payable by cash, cheque or by credit/debit card.

5. A booking is not confirmed until charges have been settled, at which time the booking is deemed accepted by the Organiser.

6. Child fares are applicable for children aged from 4 to 15 years; under 4s travel free, 16 and over must pay the adult fare. Under no circumstances will children under 16 be carried unless accompanied by an adult. Concessionary fares are available to all aged 60 and over.

7. In the event that terms of the charge fail to be met, whether as to the amount or date of payment, the Organiser reserves the right to resell or reallocate tickets.

8. The Organiser reserves the right to refuse a booking without providing a reason.

9. Once accepted by the Organiser, charges are non-refundable. However, transfer to an alternate Attendee may be possible and requests should be submitted in writing to the Organiser (approval is not guaranteed and must fall within the event criteria e.g. tickets for a child may not be transferred to an adult).

10. Only trips which specify 'ADMISSION INCLUDED', include Admission. All other attractions are suggestions only and not included in trip price.

11. Seats on our coaches are NOT allocated and are available strictly on a first come, first served basis.

12. Robinson Kimbolton reserves the right to cancel any excursion with fewer than 20 passengers.

13. Should the Organiser need to cancel the event for whatever reason, charges will be refunded in full. Under such circumstances, the Organiser will not be liable for any other costs, including but not limited to travel and accommodation.

14. The Organiser reserves the right to alter content or timing of the event. All itineraries are for guidance only and may be varied at the Organiser or driver's discretion.

15. Should the Organiser consider the behaviour of an Attendee, either prior to or during the event, to be detrimental to others then the Organiser reserves the right to terminate participation without notice. Under such circumstances, the Organiser will not be liable for any other costs, including but not limited to the cost of travel by an alternative mode of transport (ie. taxi or train). Detrimental behaviour includes, but is not limited to:

- Bullying, harassment and victimisation;
- Dangerous or inappropriate actions, including excessive intoxication and confrontation;
- Defamation of the Organiser, staff, fellow Attendees and all other relevant parties.

In the event of a cancellation under the grounds of detrimental behaviour, charges will not be refunded.

16. In order to administer the event, the Organiser is required to collect data from Bookers and Attendees.

Further information on Robinson's GDPR Policy can be viewed upon request.

17. Photographs and video footage may be taken by the Organiser and used for promotional purposes. If an Attendee does not wish to be included, please make the Organiser aware prior to the event.

18. The Organiser is committed to providing accessibility for all, however, at times this may be beyond their control. Should an Attendee have specific requirements, please make the Organiser aware prior to submitting a booking so that confirmation of suitability or additional arrangements can be made.